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PATENT
Customer No. 32,127
Attorney Docket No. 03-1023

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Mahesh RAJAGOPALAN et al.) Group Art Unit: 2641
)
Application No.: 10/720,784) Examiner: Unknown
)
Filed: November 24, 2003)
)
For: METHODS AND SYSTEMS FOR)
CONTACT MANAGEMENT)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. § 1.97(b)

Pursuant to 37 C.F.R. §§ 1.56 and 1.97(b), Applicants bring to the attention of the Examiner the documents listed on the attached PTO 1449. This Information Disclosure Statement is being filed before the mailing date of a first Office Action on the merits for the above-referenced application.

Copies of the listed documents are attached.

Applicants respectfully requests that the Examiner consider the listed documents and indicate that they were considered by making appropriate notations on the attached form.

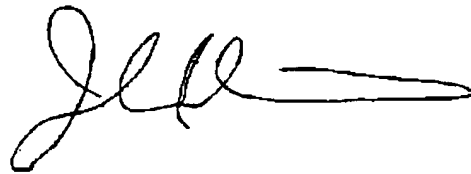
This submission does not represent that a search has been made or that no better art exists and does not constitute an admission that each or all of the listed documents are material or constitute "prior art." If the Examiner applies any of the documents as prior art against any claim in the application and Applicants determine that the cited documents do not constitute "prior art" under United States law, Applicants reserve the right to present to the office the relevant facts and law regarding the appropriate status of such documents.

Applicants further reserve the right to take appropriate action to establish the patentability of the disclosed invention over the listed documents, should one or more of the documents be applied against the claims of the present application.

If there is any fee due in connection with the filing of this Statement, please charge the fee to our Deposit Account No. 07-2339.

Respectfully submitted,

By:

A handwritten signature in black ink, appearing to read 'J. Palmieri', with a long horizontal stroke extending to the right.

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Date: July 19, 2004

INFORMATION DISCLOSURE CITATION

Atty. Docket No. 03-1023	Appln. No. 10/720,784
Applicant Mahesh RAJAGOPALAN et al.	
Filing Date November 24, 2003	Group: 2641



U.S. PATENT DOCUMENTS

Examiner Initial*	Document Number	Issue/Pub. Date	Name	Class	Sub Class	Filing Date (if needed)
	4,540,850	Sept. 10, 1985	Herr et al.	379	88.19	
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	5,631,904	May 20, 1997	Fitser et al.	370	261	
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Examiner Initial*	Document Number	Issue/Pub. Date	Name	Class	Sub Class	Filing Date (if needed)
	09/828,679		Reding et al.			Apr. 6, 2001
	09/785,223		Swingle et al.			Feb. 16, 2001

FOREIGN PATENT DOCUMENTS

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	0818908	Jan., 1998	EP			
	2000-270307	Sep., 2000	JP			
	WO01/11586	Feb., 2001	WO			

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	"FAQ Premium Home Answer" eVoice, http://content.evoice.com/wcs/signUp/FAQ_premHA_s01.htm
	"Voice-ASP, White Paper Technology & Processes," eVoice, December 13, 2000
	"Voice-ASP, White Paper: Market Opportunities for Enhanced Voicemail," eVoice, November 10, 2000
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	"Macromedia SoundEdit 16 Support Center-Working with Other Programs, What is Shockwave Audio Streaming?" http://www.macromedia.com/support/soundedit/how/shock/whatis.html
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	"How Internet Radio Works," Howstuffworks, http://computer.howstuffworks.com/internet-radio.htm/printable
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	"Real-Time Collaboration Integration in the Portal," T. Odenwald, SAP Design Guild, http://www.sapdesignguild.org/editions/edition5/synch_collab.asp
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	"A Model for Presence and Instant Messaging", M. Day, et al. Fujitsu, February 2000, Network Working Group, Request for Comments 2778.

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Examiner	Date Considered
*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	
Form PTO 1449	Patent and Trademark Office - U.S. Department of Commerce